



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Teleport Communications America, LLC**  
**for quarter ending June 30, 2013**

| <b>Out of Service More Than 30 Hours</b>   | <b>April</b> | <b>June</b> | <b>June</b> | <b>Totals</b> |
|--|--------------|-------------|-------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$0.00       | \$8.63      | \$0.00      | \$8.63        |
| B. Number of credits issued for repairs - 30 - 48 hours                                    | 0            | 0           | 0           | 0             |
| C. Number of credits issued for repairs - 48 - 72 hours                                    | 0            | 0           | 0           | 0             |
| D. Number of credits issued for repairs - 72 - 96 hours                                    | 0            | 0           | 0           | 0             |
| E. Number of credits issued for repairs - 96 - 120 hours                                   | 0            | 0           | 0           | 0             |
| F. Number of credits issued for repairs > 120 hours  | 0            | 0           | 0           | 0             |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0            | 0           | 0           | 0             |
| H. Number of customers receiving alternate phone service rather than receiving a credit    | 0            | 0           | 0           | 0             |

| <b>Failure to Install Basic Local Exchange Service</b>                                     | <b>April</b> | <b>June</b> | <b>June</b> | <b>Totals</b> |
|--|--------------|-------------|-------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$0.00       | \$0.00      | \$0.00      | \$0.00        |
| B. Number of installations after 5 business days   | 0            | 0           | 0           | 0             |
| C. Number of installations after 10 business days  | 0            | 0           | 0           | 0             |
| D. Number of installations after 11 business days  | 0            | 0           | 0           | 0             |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0            | 0           | 0           | 0             |
| F. Number of customers receiving alternate phone service rather than receiving a credit    | 0            | 0           | 0           | 0             |

| <b>Missed Appointments</b>   | <b>April</b> | <b>June</b> | <b>June</b> | <b>Totals</b> |
|--|--------------|-------------|-------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$0.00       | \$0.00      | \$0.00      | \$0.00        |
| B. Number of customers receiving credits   | 0            | 0           | 0           | 0             |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0            | 0           | 0           | 0             |

**Comments**

C rs lts missed by ~5s for qtr on avg. E results missed by ~7 installations in Apr & ~3 installations in June. F results as per PA 096-0927.